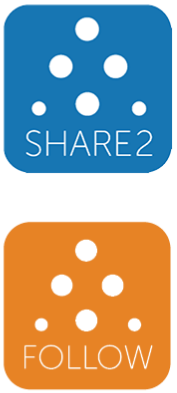
Dexcom®



Dexcom Share2™ App and Dexcom Follow™ App

USER GUIDE

Chapter 1

Learning about Dexcom Share and Dexcom Follow

Glossary

Term	Definition
Airplane Mode	A setting on Apple iPhone®, iPod touch® or iPad smart devices where wireless features are disabled in order to comply with airline regulations.
Apple® Watch	A secondary display device option for Dexcom Share™ and Dexcom Follow™
Application or app	A software program, such as the Dexcom Share2™ App and the Dexcom Follow App, designed to run on an iPhone, iPod touch, iPad and Apple Watch.
Blood glucose meter	A device used to measure how much glucose is in the blood.
Blood glucose value	The measurement of glucose in the blood.
Bluetooth	*Bluetooth*® wireless technology allows devices to wirelessly communicate with each other
Default	A manufacturer's preset option for a device setting.
Delay	Amount of set time that passes before a notification is sent to a Follower.
Dexcom Share Cloud	A secure online storage server where Dexcom Share® System information is stored and then shared with Followers.
Dexcom Follow App	Receives the Sharer's glucose information and notifications data from the Dexcom Share Cloud.

Dexcom G4 PLATINUM Receiver	The Dexcom G4® PLATINUM System component that collects glucose information from the sensor and transmitter. It is also referred to as receiver.
Dexcom G4 PLATINUM Sensor	The Dexcom G4 PLATINUM System component that includes an applicator and sensor wire.
Dexcom G4 PLATINUM System	Continuous glucose monitoring system made of a sensor, transmitter, and receiver. In this user manual, this is a general term for both the Dexcom G4 PLATINUM System and the Dexcom G4 PLATINUM (Pediatric) System.
Dexcom G4 PLATINUM Transmitter	The Dexcom G4 PLATINUM System component that wirelessly sends glucose information to the receiver.
Dexcom Share2 App	Receives glucose information from the Dexcom G4 PLATINUM Receiver. Sends glucose information to the Dexcom Share Cloud using an Internet connection.
Dexcom Share System	Secondary notification system using the following components: the Dexcom G4 PLATINUM System, *Bluetooth* wireless technology, the Sharer's iPhone, iPod touch, or iPad, the Dexcom Share2 App, the Internet, the Follower's iPhone, iPod touch or iPad and the Dexcom Follow App.
Do Not Disturb	A setting on iPhone, iPod touch or iPad where all incoming calls, alerts, and notifications are silenced. Do Not Disturb can be set to specific times and can be set to allow exceptions (people who can disturb you).
Follower	A person that receives the Sharer's shared information.

Follow Dashboard	On the Dexcom Follow App, the Follow Dashboard™ shows the glucose information of up to five (5) Sharers.
Follower's smart device	Device running the Dexcom Follow App. Please refer to the list of devices compatible with the Dexcom Share system at http://www.dexcom.com/share2-compatibility.
GlucoMonster ™	The GlucoMonster character displays the status of Dexcom Share.
Haptic feedback	The use of vibrations in the watch to notify the user.
Hyperglycemia	High blood glucose. Same as "high." The default high alert in your receiver is set to 200 mg/dL. Consult your health care professional to determine the appropriate hyperglycemic setting for you.
Hypoglycemia	Low blood glucose. Same as "low." The default low alert in your receiver is set to 80 mg/dL. Consult your health care professional to determine the appropriate hypoglycemic setting for you.
Invite/ Follow Invitation email	An email request for a person to download the Dexcom Follow App and receive the Sharer's shared information.
iPad	An Apple tablet smart device which can run the Share2 app. Please refer to the list of devices compatible with the Dexcom Share System at http://www.dexcom.com/share2-compatibility.
iPhone	An Apple smart device. Please refer to the list of devices compatible with the Dexcom Share system at http://www.dexcom.com/share2-compatibility.

iPod touch	An Apple smart device. Please refer to the list of devices compatible with the Dexcom Share system at http://www.dexcom.com/share2-compatibility.
Jailbroken	The removal of limitations set by the manufacturer on an iPhone, iPod touch or iPad. Jailbroken iPhones, iPod touches and iPads are not permitted to be used in connection with Dexcom Share or Dexcom Follow.
mg/dL	Milligrams per deciliter. The standard unit of measure for sensor glucose information in the United States.
Mobile data connections	Cellular networks, such as 3G, 4G and LTE™, used by an iPhone or iPod touch to access the Internet.
No More Data notification	Notifies the Follower when the Sharer is unable to share glucose information.
Not Sharing	When the Sharer chooses to temporarily not share glucose information with the Follower
Notification	A visual message that appears on the screen of the Follower's iPhone, iPod touch or iPad. The notification may also include a sound, depending on the iPhone's, iPod touch's or iPad's settings.
Obstruction	An object that prevents the wireless communication between devices, such as wall thickness or radio waves.
Online store	Internet store for downloading applications to an iPhone, iPod touch or iPad.
Pairing	Act of wirelessly connecting the iPhone, iPod Touch or iPad to the Dexcom G4 PLATINUM Receiver with Share, using Bluetooth.

Profile	Located in Follow Dashboard and displays the Sharer's glucose information, trend arrow and profile picture.
Range	Maximum distance two devices can communicate wirelessly without obstruction.
Real-time continuous glucose monitoring	Data the Sharer receives on the Dexcom G4 PLATINUM Receiver. Although your Dexcom Follow App might be similar to what you see on the receiver, it cannot be considered real-time because there are many layers of communication between the receiver and the Dexcom Follow App.
Repeat	Amount of time the Follower chooses before they wish to receive a repeated notification.
Secondary display	Optional or second display device for CGM information. Need to have another device in order to use this secondary display (for example you need the Dexcom G4 PLATINUM Receiver to use the iPhone, iPod or iPad as your secondary display; you need iPhone in order to use the Apple Watch). The secondary device should not be used as your primary display device as it only 'repeats' the information from your primary device.
Sensor glucose reading	A glucose measurement taken by the Dexcom G4 PLATINUM System.
Sharer	The person with diabetes and who uses the Dexcom G4 PLATINUM System.
Sharer's smart device	Device which runs the Share2 app. Please refer to the list of devices compatible with the Dexcom Share system at http://www.dexcom.com/share2-compatibility.

Sharing	The act of electronically transmitting glucose information from the Sharer's iPhone, iPod touch or iPad to the Follower's iPhone, iPod touch or iPad.
Simultaneous voice and data	The ability to make a phone call and access the Internet on the same cellular connection at the same time.
Smart device	An electronic device, generally connected to other devices or networks via different wireless protocols such as Bluetooth, WiFi, 3G/4G, etc., that can operate to some extent with other devices as well as on its own. Examples are iPad, iPhone, iPod Touch.
Trend arrow	The arrow next to the Sharer's glucose value, located on the Sharer's profile on the Dexcom Follow App. This is the same trend arrow that is found on the Dexcom G4 PLATINUM Receiver.
Trend graph	Displays the pattern of the Sharer's glucose information.
Wi-Fi or wireless Internet	A wireless technology that allows electronic devices access to the Internet. These networks can include your home Internet system or one found at a public location.

Symbols

Description			Description	Symbol
Dexcom Share logo	SHARE		MR Unsafe	MR
Bluetooth logo				

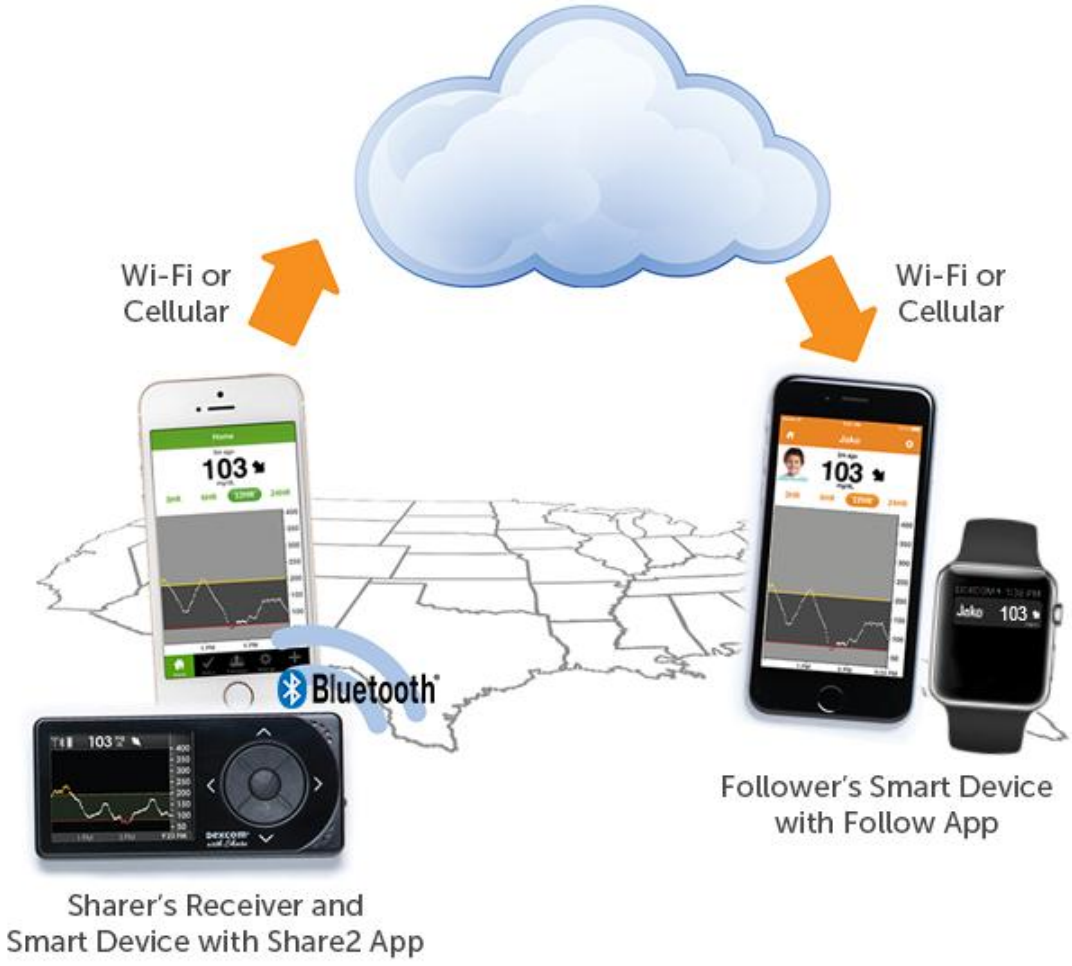
System Overview

Dexcom Share® remote monitoring system lets one person, the Sharer, transfer Dexcom G4® PLATINUM Continuous Glucose Monitoring information to another person, the Follower. Dexcom Share consists of the following components: Dexcom G4

PLATINUM System, including the Dexcom G4 PLATINUM Receiver with Share™, the Sharer's smart device and optional Apple Watch as a secondary display, the Dexcom Share2™ app, the Internet, the Follower's iPhone, iPod touch or iPad, and optional Apple Watch as a secondary display, and the Dexcom Follow™ app. These Dexcom mobile apps can only be installed on an Apple iOS smart device.

When the Sharer's receiver with Share has Share "On", the receiver transfers glucose information using *Bluetooth*® wireless technology to the Sharer's iPhone, iPod touch or iPad. The information then is sent to the Dexcom Share Cloud using either Wi-Fi or a cellular data plan. Lastly, the glucose information is sent from the Dexcom Share Cloud to the Follower's iPhone, iPod touch or iPad using Wi-Fi or the Follower's cellular data plan. Then if using an Apple Watch, the iPhone sends the Sharer's sensor glucose information to the Apple Watch via *Bluetooth* and Wi-Fi as an optional secondary display.

Below is how Dexcom Share2 and Dexcom Follow Apps work with having the Dexcom Follower using an Apple Watch:

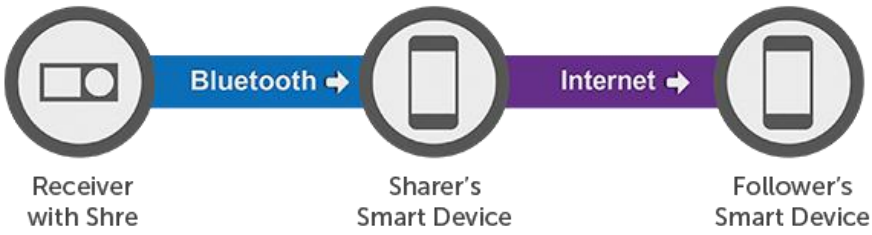


The Sharer, can also use an Apple Watch as a secondary display device for the Dexcom G4 PLATINUM with Share CGM information:

Sharer's receiver and transmitter, iPhone and Apple Watch

For Apple Watch Users, it is a secondary display, meaning the Apple Watch will only work if used with an iPhone.

The Sharer must have their iPhone, iPod touch or iPad within *Bluetooth*® range of their receiver in order to send data to their Follower or the system will not work. The diagram below demonstrates how these connections work:



Changing device settings on the iPhone may affect settings on the Apple Watch.

Conditions That Affect Use

Once Sharing is established, make sure the Share settings on the receiver, Sharer's iPhone, iPod touch or iPad and Follower's iPhone, iPod touch and iPad are not altered. Make sure the Sharer's iPhone, iPad or iPod touch and Follower's iPhone, iPod touch

or iPad have enough battery power to maintain Sharing. Make sure the Sharer's iPhone, iPod touch or iPad have a *Bluetooth* and/or Internet connection in order to share data. Make sure the Follower's iPhone, iPod touch or iPad has an Internet connection in order to receive data from their Sharer. If using the Apple Watch, make sure there is a Bluetooth connection from your iPhone to your Apple Watch. When put in airplane mode, it will turn off your Bluetooth and disable the ability to see sensor glucose information on the Apple Watch. Dexcom recommends charging both the iPhone, iPad or iPod touch and receiver with Share when Sharing. For Apple Watch users, Bluetooth and Wi-Fi must be enabled on either the iPhone, iPod touch, iPad and Apple Watch and the watch must be charged and on.

Risks

Dexcom Share is a feature of the Dexcom G4™ PLATINUM Continuous Glucose Monitoring (CGM) System. The main risks involved with using Dexcom Share are based on misunderstanding its purpose.

Remember that Dexcom Share2 is a secondary notification system, not a real-time remote monitoring system. With Dexcom Share, there are 3 distinct parts of glucose monitoring:

1. Blood glucose meter - use this to make any treatment decisions.
2. Dexcom G4 PLATINUM CGM System - use the Dexcom G4 PLATINUM CGM System to complement, but not replace, information obtained from the blood glucose meter. It detects glucose trends and tracks glucose patterns.
3. Dexcom Share2 - this is an optional add-on to the Dexcom G4 PLATINUM CGM System that can share glucose information and notifications with up to five (5) other people. Shared glucose information can add another level of awareness.

Using the wrong glucose information for treatment decisions could lead to low or high glucose. Blood glucose values from a blood glucose meter may differ from the information displayed on Dexcom Follow app. All treatment decisions should be made using a blood glucose meter, not the glucose information displayed on the Dexcom

Follow app. Followers who are concerned by notifications on the Dexcom Follow app should contact the Sharers and remind them to check their blood glucose with a blood glucose meter before driving a car or making any treatment decisions, such as taking insulin or eating fast-acting carbohydrates.

Sharers should not rely on Followers to notify them about low or high glucose. Any problems with the receiver, iPhone, iPod touch or iPad, *Bluetooth*, wireless Internet connection, mobile data connection, Dexcom Share Cloud or not being in the communication range could cause data to not be shared with the Follower. In addition, if the Delay setting is too long, the Follower might not be aware of glucose level changes in a reasonable time. Therefore, Dexcom Share should be used only to give a secondary level of awareness and should not be expected to always communicate and transfer sensor glucose information.

Benefits

Patients usually respond when their continuous glucose monitoring (CGM) systems alert them. However experts advise that an additional CGM alert to another person may be helpful in increasing the detection of low glucose or high glucose, especially at night. Dexcom Share enables this additional awareness, even when the Sharer and Follower are not in the same place.

Dexcom Share may provide improved quality of life and greater peace of mind to patients, their caregivers, friends, loved-ones and their support team by allowing the Dexcom G4 PLATINUM System alerts, alarms and trend graphs to be checked remotely.

Indications for Use

The purpose of Dexcom Share is to notify another person, the Follower, of the patient's Dexcom G4 PLATINUM Continuous Glucose Monitoring System sensor glucose information. Dexcom Share provides secondary notification and does not replace real

time continuous glucose monitoring (G4 PLATINUM System) or standard home blood glucose monitoring.

Contraindications

Do not bring the Dexcom G4 PLATINUM Receiver with Share, iPhone, iPod touch or iPad into a room containing medical equipment such as Magnetic Resonance Imaging (MRI), Computed Tomography (CT), or diathermy. The Dexcom Share System has not been tested with this equipment. Exposure to these types of equipment could heat and damage the receiver, iPhone, iPod touch or iPad so that they are unable to send or receive glucose information.

Important User Information

Please review the indications, contraindications, warnings, precautions, cautions and other important information in the Dexcom G4 PLATINUM System User's Guide. Dexcom Share is a feature of the Dexcom G4 PLATINUM System. If you do not have the Dexcom G4 PLATINUM System User's Guide, you can view it on www.dexcom.com or call 1-888-738-3646 to request a copy. Availability hours: Monday-Friday, 6am-6pm PST. Please contact your healthcare professional during hours the line is unavailable.

Warnings

Dexcom Share does not work alone. Dexcom Share does not replace the Dexcom G4 PLATINUM System and requires Share to be turned "On" on the Dexcom G4 PLATINUM Receiver with Share to communicate glucose information to the Follower. Dexcom Share is not compatible with any previous Dexcom® CGM System or any other CGM device.

You cannot use Dexcom Share to make treatment decisions, such as how much insulin to take. Dexcom Share does not replace a blood glucose meter. Always use the values from a blood glucose meter for treatment decisions. Blood glucose values may differ

from the sensor glucose information. Using the sensor glucose information for treatment decisions could lead to low or high blood glucose values.

Precautions

Do not use Dexcom Share as the main source of CGM glucose trend information. Use the Dexcom G4 PLATINUM Receiver as the main device to track sensor glucose information, notifications and alarms. At times, the Sharer will be unable to share data using Dexcom Share, and the Follower might miss helping the Sharer in the event of low or high blood glucose values.

Do not rely solely on the Follower to alert the Sharer of low or high glucose events or other important information. At times, the Follower may not receive data, and the Sharer will not be notified of this fact.

When using Dexcom Share, make sure the Dexcom G4 PLATINUM Receiver with Share has Share turned “On”. If not, the Sharer will be unable to share data, and the Follower might miss helping the Sharer in the event of low or high blood glucose values.

You cannot use Dexcom Share unless there is a *Bluetooth* connection between the receiver with Share and the Sharer’s iPhone, iPod touch and iPad. The *Bluetooth* range can vary and depends on the distance and obstructions between the receiver and the iPhone, iPod touch and iPad. If the Sharer’s iPhone, iPod touch or iPad does not have a connection or loses the connection, the Sharer will be unable to share data, and the Follower might miss helping the Sharer in the event of low or high blood glucose values.

Do not use Dexcom Share unless both the Sharer’s and Follower’s iPhone, iPod touch or iPad have active Internet connections, and for Apple Watch users, active Bluetooth connection, in order to share data. If either the Sharer or the Follower does not have a connection, loses their connection, turns off the connection (“Airplane Mode”) or if either the iPhone, iPod touch or iPad is in Do Not Disturb mode (if applicable), the Sharer will

be unable to share data and the Follower might miss helping the Sharer in the event of low or high blood glucose values. To check this, make sure that the Follower's iPhone, iPod touch or iPad can receive text messages. Follow notifications and text messages work by a similar process on iPhone, iPod touch, iPad or Apple Watch.

For the Apple Watch, make sure you follow the Apple guidelines to receive glucose information and notification on the watch (see Apple Watch User Guide).

Make sure the Sharer's and Follower's iPhone, iPod touch or iPad and Apple Watch have charged batteries or are connected to electrical outlets. If the iPhone, iPod touch, iPad or Apple Watch shuts down due to low battery, the Sharer will be unable to share their data, and the Follower might miss helping the Sharer in the event of low or high blood glucose values. If your Apple Watch runs out of battery as a Sharer, use your iPhone and/or receiver. In addition for Apple Watch users, Bluetooth and Wi-Fi must be enabled on both the iPhone and Apple Watch. All smart devices must be charged and turned on.

If the Sharer's iPhone, iPod touch or iPad is powered off or restarted, make sure the Dexcom Share2 App is reopened after the iPhone, iPod touch or iPad is turned back on in order to resume sharing. If the Dexcom Share2 App is not reopened, the Sharer will be unable to share data, and the Follower might miss helping the Sharer in the event of low or high blood glucose values.

Do not turn off system sounds in the Follower's iPhone, iPod touch, iPad and Apple Watch at any time that he or she wants Follow notifications to be heard. The iPhone, iPod touch, iPad or Apple Watch settings override the Dexcom Follow app, and all notifications will be silent even if the Follower has selected a Dexcom Follow app notification sound. If the iPhone, iPod touch, iPad or Apple Watch is on vibrate, the Dexcom Follow app notifications will only vibrate.

Check the delay settings on the Sharer's iPhone, iPod touch and iPad to make sure they are not too long. The Follower will not receive notifications until after the time period in the delay has passed, and the Follower might miss helping the Sharer in the event of low or high blood glucose values if the delay is too long.

The Sharer should not choose to "Not Share" with the Follower at any time when he or she wants the Follower to get notifications. During the time the Sharer chooses to "Not Share", the Follower will not receive notifications and might miss helping the Sharer in the event of low or high blood glucose values.

Check the Dexcom Follow App's trend graph if the Follower's iPhone, iPod touch or iPad has been off or if there is no data connection (e.g., Internet/Wi-Fi or mobile data service/3G/4G/LTE is lost, connection is turned off in Airplane Mode, or iPhone, iPod touch, iPad or Apple Watch is placed in Do Not Disturb mode if applicable). When the iPhone, iPod touch, iPad or Apple Watch is turned back on, the Follower will only receive the most recent notification and might miss helping the Sharer in the event of prior low or high blood glucose values.

Sharers and Followers should check whether their cellular service carriers support voice and data at the same time (simultaneous voice and data). If their carriers do not support simultaneous voice and data, the Dexcom Share2 App may not be able to share glucose values and the Dexcom Follow App may not be able to receive notifications or glucose values during phone calls. Dexcom Share will resume sharing after the phone call has ended, and the Follower will receive any waiting notifications after the phone call has ended.

Jailbroken iPhones, iPod touches and iPads

Dexcom requires Sharers and Followers to not use Dexcom Share apps on a jailbroken iPhone, iPod touch, iPads or Apple Watch. A jailbroken iPhones, iPod touches or iPads do not offer a reliable means to use Dexcom Share. Jailbroken iPhones, iPod touches

and iPads present an unacceptable level of security and inaccuracy risk to the user and are not authorized to use Dexcom Share.

Chapter 2

Setting up the Dexcom Share2 App

Dexcom Share2 App Description

What the Dexcom Share2 app does:

1. Connects the Sharer's iPhone, iPod touch or iPad with their receiver with Share via *Bluetooth*.
2. Connects the Sharer's iPhone, iPod touch or iPad with their Follower's iPhone, iPod touch or iPad via either a Wi-Fi or mobile data connection (connect to Wi-Fi through a secured network to maintain data security).
3. Invites Followers and sends Followers setting recommendations.
4. Displays the status of the Sharer's receiver, Sharer's iPhone, iPod touch and iPad, and the Dexcom Share Cloud.

What the Dexcom Share2 app does not do:

1. Display Dexcom G4 PLATINUM Sensor information.
2. Provide glucose notifications to the Sharer.
3. Let the Sharer know when the Follower is not receiving glucose Information.

Tips

1. Read the Dexcom G4 PLATINUM System User Manual before using Dexcom Share.
2. Always confirm information with a blood glucose meter before making treatment decisions.
3. Check the status screen after turning Share "On" on the receiver with Share to make sure the system is functioning properly.

Installing the Dexcom Share2 App

Step	Instruction
Step 1	Download the Dexcom Share2 app from the online store. See your smart device's user manual for instructions.
Step 2	Launch the Dexcom Share2 app to begin Sharing!

For the Apple Watch, once you download the Dexcom Share2 app onto your iPhone, it will automatically be installed and visible on your Apple Watch. If it does not automatically install the Share2 app, open the Apple Watch app on your iPhone. See the User Guide for more details. You can move the placement of the app as needed so it is more accessible. See your Apple Watch User Guide for instructions.

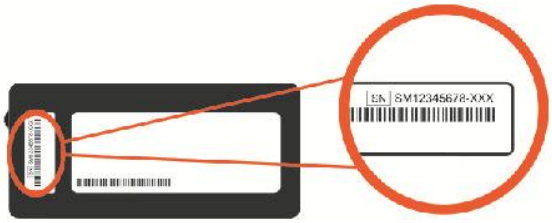
Creating a Dexcom Account

Step	Instruction
Step 1	Please read the terms and conditions of the license agreement. Press the "Accept" button to continue using the Dexcom Share2 app. If you decline, you will not be able to share.
Step 2	Either press the "Login" button if the Sharer already has a Dexcom account or press "Sign Up" to set up a new account.
Step 3	Press the "Tap to Edit" button to choose an existing photo from the Sharer's iPhone, iPod touch or iPad. The photo will be visible on the Follower's display for the iPhone, iPod touch and iPad. Choosing a photo is optional.
Step 4	Enter the Sharer's name and email address. This email address is used to invite Followers.
Step 5	Enter a username and password. Email addresses cannot be used as usernames.

Step	Instruction
Step 6	Re-enter your password for confirmation.

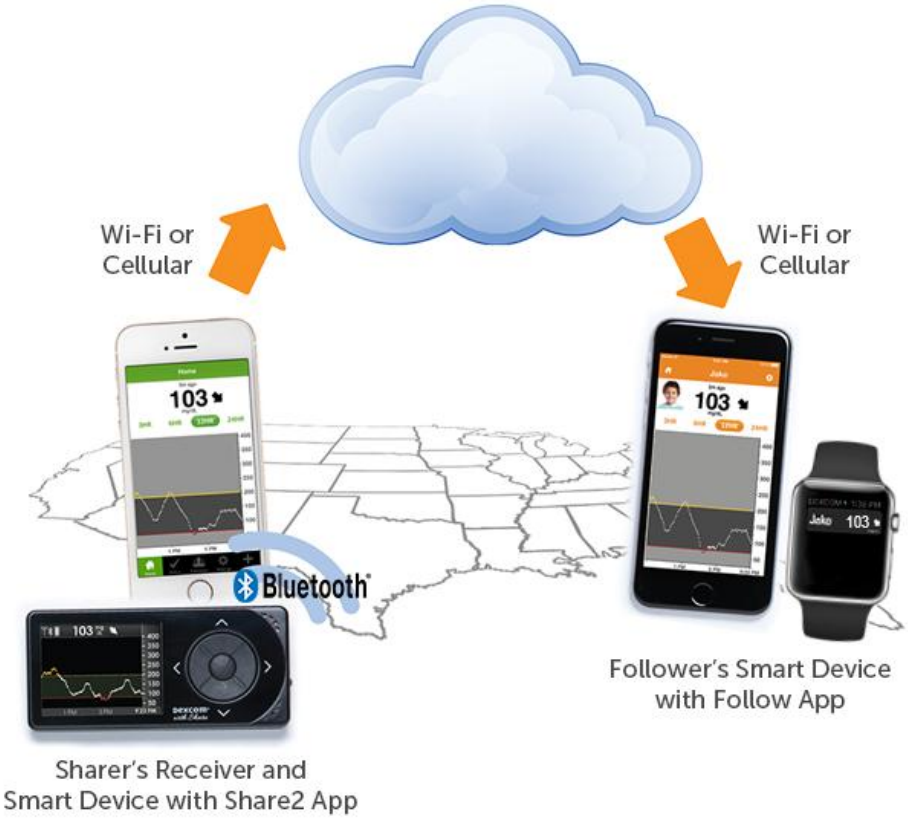
Pairing Receiver

Pairing connects your receiver with Share to your iPhone, iPod touch or iPad using *Bluetooth*. Once your receiver is paired to your iPhone, iPod touch or iPad, it can send glucose information and notifications whenever Share is turned “On”. You can pair the receiver at any time by pressing on the “Pair Receiver” button located in the account tab. NOTE: Only one iPhone, iPod touch or iPad may be paired to a receiver at a time. If you need to pair a different iPhone, iPod touch or iPad at a later time (for example, if you lose your device), please see Pairing New iPhone, iPod touch or iPad in Chapter Three.

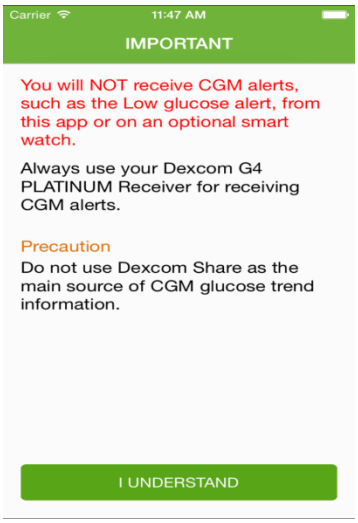
Step	Instruction
Step 1	Open the Dexcom Share2 on your iPhone, iPod touch or iPad.
Step 2	Go to the Account tab and press on the “Pair Receiver” button.
Step 3	Enter the receiver serial number found on the label on the back of the receiver. The serial number is two letters followed by eight digits. Press “Continue”. 
Step 4	Turn on your receiver.
Step 5	Go to the receiver menu and select “Settings”, then select “Share”.

Step	Instruction
Step 6	Turn Share “On”.
Step 7	Return to the Dexcom Share2 app and press “Start”.

Using the Apple iPhone, iPod touch or iPad as a Secondary Display


Wi-Fi or Cellular
Wi-Fi or Cellular
Bluetooth
Follower's Smart Device with Follow App
Sharer's Receiver and Smart Device with Share2 App

When using the iPhone, iPod touch and iPad as a secondary display, it is important to know you will not receive any CGM alerts or alarms on your device. **You will only receive CGM alerts and alarms from your receiver.**


Carrier
11:47 AM
IMPORTANT
You will NOT receive CGM alerts, such as the Low glucose alert, from this app or on an optional smart watch.
Always use your Dexcom G4 PLATINUM Receiver for receiving CGM alerts.
Precaution
Do not use Dexcom Share as the main source of CGM glucose trend information.
I UNDERSTAND

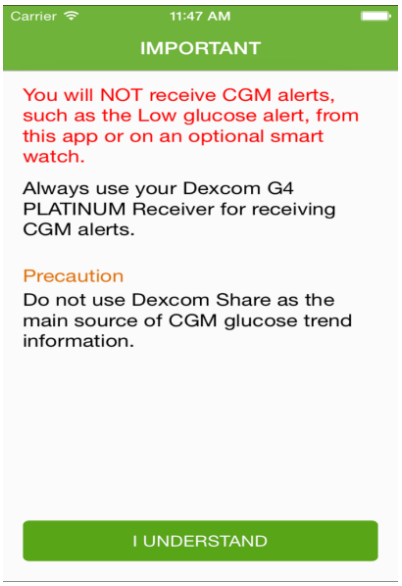
Finally, know you do not have to be connected to the Internet all the time to see your sensor glucose information on your iPhone, iPod touch or iPad.

Using the Apple Watch as a Secondary Display

With the Dexcom Share2 app you can also display your sensor glucose information on the Apple Watch. In order to use the Apple Watch, you need to have an iPhone that is within range (approximately 15 feet) for the two devices to 'talk to each other' and the Share2 app needs to be turned on view glucose trends. The Apple Watch uses *Bluetooth* and Wi-Fi to connect to the iPhone in order to display your sensor glucose information. On the Apple Watch you can view your 3-hour trend graph, your current sensor glucose reading and your trend arrow. If the Apple Watch is not charged, rely on your iPhone or receiver.

Sharer's receiver and transmitter, iPhone and Apple Watch

It is important to note **you will not receive CGM alerts or alarms on the Apple Watch**. You will only receive CGM alerts and alarms from your Dexcom G4 PLATINUM Receiver.


Carrier
11:47 AM
IMPORTANT
You will NOT receive CGM alerts, such as the Low glucose alert, from this app or on an optional smart watch.
Always use your Dexcom G4 PLATINUM Receiver for receiving CGM alerts.
Precaution
Do not use Dexcom Share as the main source of CGM glucose trend information.
I UNDERSTAND

Apple Health App and Dexcom Share2 App

The Apple Health app is available on your iPhone and iPod touch. The Health app provides an easy-to-read dashboard of your health and fitness data that can be found in one place. The Dexcom Share2 app can send sensor glucose information to the Apple Health app. If you allow your Health app to access your Dexcom Share2 app, you can get your sensor glucose information integrated with all your other health and fitness data.

An important thing to note is your Health app will be updated with your Dexcom Share2 sensor glucose information within a 3 hour delay. There is not an immediate update of your Dexcom Share2 data into the Health app.

See your Apple User Guide to learn how to use Apple Health app and allow it to access your Dexcom Share2 app.

Inviting Followers

Step	Instruction
Step 1	Press the Followers tab to invite a Follower.
Step 2	Enter the Follower's nickname and email address. Re-enter the Follower's email address to confirm the correct address. The Follower will get a Follow Invitation email at this email address. Make sure the Follower can access this email account from their iPhone, iPod touch or iPad. Press the "Next" button.
Step 3	Choose whether or not you want the Follower to see the trend graph by pressing the on/off switch next to Allow Trend Graph View.

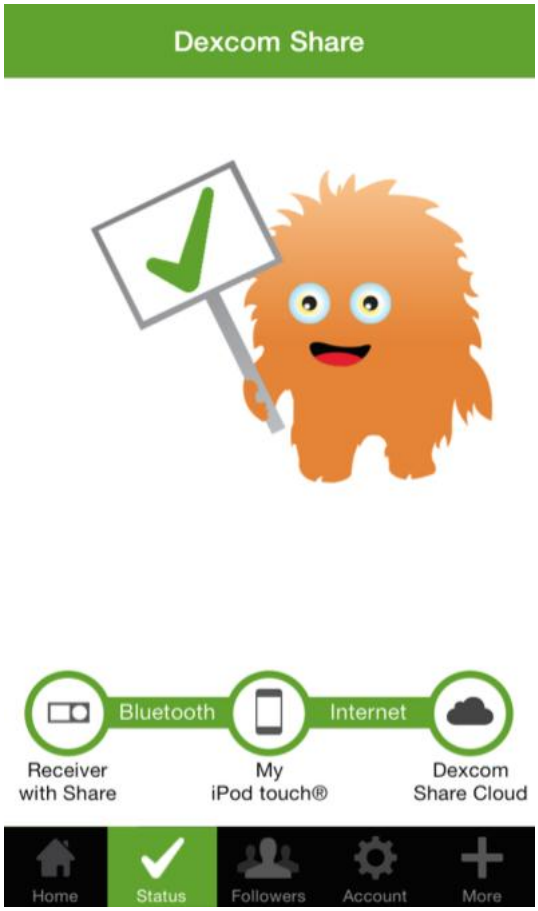
Step 4	Choose whether or not the Follower will get low, urgent low and high glucose notifications on their iPhone, iPod touch and iPad. Notifications are sent when the glucose level and time delay conditions are met.
Step 5	Press the “Send Invitation” button to send a Follow invitation email to the Follower. Once your invitation is sent, the Sharer cannot adjust the Follower’s recommended settings.
Step 6	To add more Followers, press the Followers tab on the bottom of the Dexcom Share2 app screen. Then press “Invite Followers” button. You may invite a total of five (5) Followers per Dexcom Share account. When finished adding Followers, press the “Done” button.

Chapter 3

Using the Dexcom Share2 App

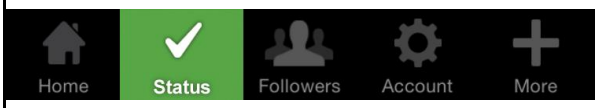
Dexcom Share Status

The Sharer can refer to the status tab to check the status of Dexcom Share. The status screen consists of a status bar, GlucoMonster character, and Status tab. All indicate whether the system is functioning correctly or not. You should check the Status tab after turning on Share on your receiver to make sure that the system is functioning properly.



Status Tabs

The table below explains the two possible states of the Status tab:

Status Tab	Description
	The status tab is green and displays a Checkmark icon when Dexcom Share is sending glucose information.
	The status tab is red and displays an X icon when Dexcom Share is not working. The Sharer should refer to the status bar when the system is not working.

When a device or connection is not working, Dexcom Share will not work. The Sharer will not be able to send their glucose levels to their Follower.

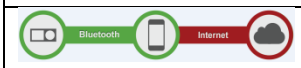
Troubleshooting Status Issues

The status bar is a useful tool for troubleshooting. It can help identify where a problem is occurring when Dexcom Share is not working. The table below provides troubleshooting tips for the following status bar displays. The status bar can indicate a component that is causing Dexcom Share to not work.

NOTE: Whether or not Dexcom Share is working and the Followers are receiving glucose notifications, you must always refer to your receiver for your glucose readings and alerts.

Status Bar	Status Description	Troubleshooting
	This status bar means all connections are working	Not applicable

	This status bar means there is an issue with: - The Sharer's CGM data - The receiver with Share	The Sharer should make sure: - There is a glucose value on the receiver - Transmitter is in range of the receiver The Sharer should allow up to 10 minutes for their status tab to turn green. If the Sharer continues to see this status, the Sharer should select "Shutdown" on the receiver and then turn it back on.
	This status bar means there is an issue with: - The receiver with Share	The Sharer should make sure: - Receiver is on - Share is turned "On" in the receiver Settings - The receiver and iPhone, iPod touch or iPad are within 15ft of each other. It is recommended they be kept as close together as possible. - The receiver is paired.

	This status bar means there is an issue with: - The *Bluetooth* connection between the Sharer's receiver and iPhone, iPod touch or iPad	The Sharer should make sure: - *Bluetooth* is turned "On" on the iPhone, iPod touch or iPad
	This status bar means there is an issue with: - The Sharer's Internet connection	The Sharer should make sure: - Their Wi-Fi or cellular connection is ON - They are in an area that has cellular reception - They are not on a voice call - They can access the web via a browser
	This status bar means there is either an issue with: - The Dexcom Share Cloud OR - The Sharer's Internet connection	There is a problem in Internet transmission and Share is not working. - The Sharer should check later or follow up with their Internet connectivity provider

	This status bar means there is an issue with: - The Sharer's iPhone, iPod touch or iPad	The Sharer should make sure: - Airplane Mode is "Off" on the iPhone, iPod touch and iPad - *Bluetooth* is turned "On" on the iPhone, iPod touch or iPad - The iPhone, iPod touch or iPad has an Internet connection

GlucoMonster

The GlucoMonster is a cartoon character that displays the status of Dexcom Share. The status of the system is reflected by the GlucoMonster's mood. The table below explains the GlucoMonster's two moods:

GlucoMonster	Description
	The GlucoMonster will smile and hold up a sign with a Checkmark on it if Dexcom Share is working.
	The GlucoMonster will frown and hold up a sign with an X on it if Dexcom Share is not working. The Sharer can refer to the status bar to find where the system is not working. Press on the GlucoMonster for additional information.

Follower List

The Followers tab allows the Sharer to manage their Followers. The Sharer can invite a new Follower, edit the nickname, email address and Trend Graph visibility of a current Follower, or enable the "Not Share data" feature with a current Follower. The table

below explains the different icons and statuses that can be displayed in the Follower Dashboard:

Icon/Status	Definition
	Follower is set to receive notifications from their Sharer.
	Follower is able to view their Sharer's trend graph
Removed by Follower	Follower removed the Sharer from the Dexcom Follow app. The Follower will not receive any of the Sharer's glucose information, notifications or trend graph updates. The Sharer can remove the Follower from their list by pressing on the "Remove" button, found in the Follower's notification settings.
Invitation Expired	Follower did not accept their Sharer's Follow Invitation email within 7 days. The Sharer can invite their Follower again by pressing on the + icon in the top right corner of the screen.
Active	Follower accepted the Follow Invitation email and now can receive the Sharer's glucose information.
Invited	Follower has been sent a Follow Invitation email but has not accepted it yet.
Not Sharing	Sharer temporarily stopped sharing with Follower. Follower will not receive any of the Sharer's glucose information, notifications, or trend graph updates.

Inviting Followers

See the Inviting Followers section in Chapter Two.

Editing Followers

The Sharer can edit a current Follower's nickname and email address by pressing on the Follower. The Sharer can also decide if the Follower can see the Sharer's trend graph. NOTE: The Sharer cannot change any Follower notification settings after the Follow Invitation email is sent to the Follower.

Stop Sharing with Followers

The Sharer can press the "Stop Sharing" button, located below the Follower's notification settings, to temporarily suspend glucose information and notifications from being sent to the Follower. Sharing is suspended until the Sharer presses the "Start Sharing" button.

For reasons of safety and intended use, the Follower will receive a message notifying them that their Sharer's data has been set to Not Sharing. The dashboard in the Follower's app will also notify the Follower when the Sharer has decided to stop sharing glucose information.

Removing Followers

The Sharer can remove a Follower by selecting a Follower and then pressing the "Remove Follower" button. The Follower will no longer receive glucose information or notifications and will be removed from the Follower list.

Account Tab

The Account tab allows the Sharer to edit username and email address. You can also pair your receiver with Share using *Bluetooth*.

Pairing a New iPhone, iPod touch or iPad

Only one iPhone, iPod touch or iPad can be paired to one receiver with Share at a time. To pair to a different iPhone, iPod touch or iPad, such as when the Sharer purchases a new device, follow the directions below:

Step	Instruction

Step 1	Select Share in the Settings menu on the receiver with Share.
Step 2	Turn Share “On”, if it is not already “On”.
Step 3	Select “Forget Device”.
Step 4	Select “Ok” to forget previous iPhone, iPod touch or iPad. This action will turn Share “Off”.
Step 5	Turn Share back “On”. This action readies the receiver with Share for pairing to a new device.
Step 6	Finish pairing your receiver with your new iPhone, iPod touch or iPad by opening up the Dexcom Share2 app on your new device and pressing the Pair Receiver button in the Account tab.

Replacing Receiver

If it becomes necessary to replace your receiver with Share, follow the directions below after receiving the new receiver with Share.

Step	Instruction
Step 1	Go into the *Bluetooth* settings on the Sharer’s iPhone, iPod touch or iPad.
Step 2	Select the device named DEXCOMRX.
Step3	Press, “Forget this Device” to remove the original receiver from the list of *Bluetooth* devices.
Step 4	Reopen the Dexcom Share2 app and, in the Account tab, press the “Pair Receiver” button to proceed to the pairing wizard.

The More Tab

The More tab in the lower right corner of the Dexcom Share2 app provides extra information on Dexcom Share and the Dexcom Share2 app, such as the Safety Statement, Privacy Practices information, the System Overview, Customer Support and

the Instructions for Use. The More tab also provides a link to Dexcom Share Frequently Asked Questions (FAQs) on the Dexcom website. The Sharer can also choose to email a friend about Dexcom Share by pressing on the “Tell a Friend” button.

Chapter 4

Using the Dexcom Follow App

Dexcom Follow App Description

What the Dexcom Follow App does:

1. Allows, you, the Follower, to view your Sharer’s sensor glucose information and to receive glucose notifications.
2. Allows, you, the Follower, to view your Sharer’s trend graph, if the Sharer grants permission.

What the Follower app does not do:

1. Provide treatment advice.
2. Interact with the Dexcom G4 PLATINUM Receiver with Share.

Receiving Dexcom Follow Invitation Email

The Sharer must first send a Follow Invitation email to the Follower from the Sharer’s Dexcom Share2 App. Once the Follower receives the Follow Invitation email, please follow these steps on the Follower’s iPhone, iPod touch or iPad:

Step	Instruction
Step 1	Open the Follow Invitation email on the Follower’s iPhone, iPod touch or iPad.
Step 2	Press the “Download App” button. The online store will automatically open and show the Dexcom Follow app description.

Step 3	Press the “Install App” button.
Step 4	Then go back to the Follow Invitation email and press the “Start Following” button.
Step 5	Please read the terms and conditions of the license agreement. Press the “Accept” button to continue using the Dexcom Follow App. If you decline, you will not be able to follow your Sharer.
Step 6	In the Dexcom Follow App, press the “Accept” button to accept the Follow Invitation email. The Follow Invitation email expires after seven days.

iPhone icon

Watch icon

Once you have downloaded the Follow App to your iPhone, iPod touch or iPad, you will see it on your home screen along with your other apps. Tap on the Follow App to see your Sharer’s sensor glucose readings.

For the Apple Watch, once you download the Dexcom Follow App onto your iPhone, it will automatically be installed and visible on your Apple Watch. You can move the placement of the app as needed so it is more accessible. See your Apple Watch User Guide for instructions.

In order to receive your Sharer's sensor glucose information through your Apple Watch, make sure it is charged. If your Apple Watch is not charged, rely on your iPhone to receive your Sharer's sensor glucose information.

Types of Glucose Notifications

A glucose notification is a visual message saying "Glucose notification from [Sharer's name]" that appears on the screen of the Follower's iPhone, iPod touch, iPad or Apple Watch. The notification may also include a sound, depending on the settings on iPhone, iPod touch, iPad or Apple Watch. The table below describes the different causes of notifications the Follower can choose to receive from their Sharer.

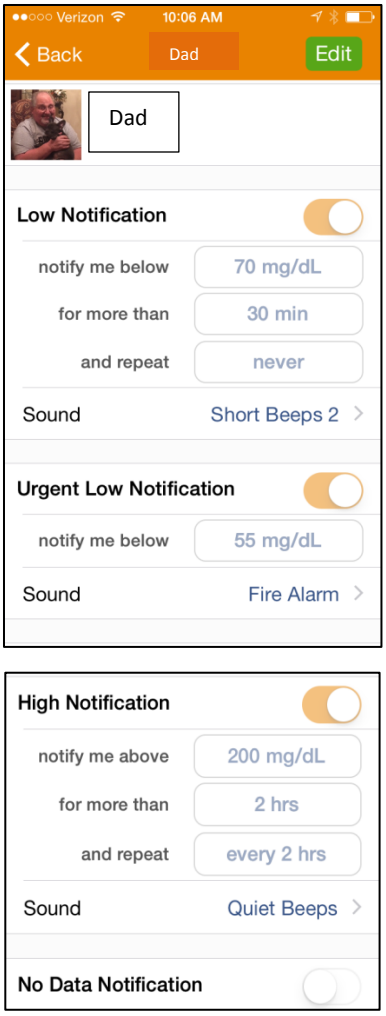
Notification Cause	Definition
Low Notification	Sharer's sensor glucose value was at or below the Follower's set glucose value for the low notification. Follower will be sent a notification once the delay setting is met.
Urgent Low Notification	Sharer's sensor glucose value was at or below the Follower's set glucose value for the urgent low notification. A notification is immediately sent to the Follower. There is no delay setting.
High Notification	Sharer's sensor glucose value was at or above the Follower's set glucose value for the high notification. Follower will be sent a notification once the delay setting is met.

Changing Glucose Notifications

The Follower can choose when low, urgent low, and high notifications are sent. Initially, the Sharer sends recommended notification settings with the Follow Invitation email. The notifications of the Sharer's glucose information are initially based on these settings. However, the Follower may change these notification settings:

1. Glucose level - Glucose value that initiates a notification to the Follower's iPhone, iPod touch, iPad or Apple Watch.
2. Delay - Time delay between when a Glucose value is met and when the Follower's iPhone, iPod touch, iPad or Apple Watch is sent a notification if the glucose value condition continues to be met.
3. Sounds - The sounds the Follower's iPhone, iPod touch, iPad or Apple Watch makes when receiving notifications.
4. Repeat – Repeats the notifications after a chosen period of time if the glucose value conditions have not improved. This option is not available for urgent low notifications, which automatically repeat every 30 minutes.

If using the Apple Watch, notifications may appear on the watch with sound and haptic feedback – gentle tap on the wrist. The strength of the haptic feedback can be adjusted to desired level. In addition, if you put your hand over the Apple Watch, the notification will go silent. See the Apple Watch user guide for more information.



The Follower can edit the Follower's notification settings by following these steps:

Step	Instruction
Step 1	Press on the Sharer's profile in the Follow Dashboard. Next, press on the settings icon in the top right corner.
Step 2	Slide the on/off switch to activate the notification.
Step3	To change the glucose value that triggers a notification, select the box with the number in it.
Step 4	Choose whether or not a notification has a delay. To change the delay, select the box with the number in it.

Step 5	Choose whether or not to repeat low and high notifications.

Type of Status Change Notifications

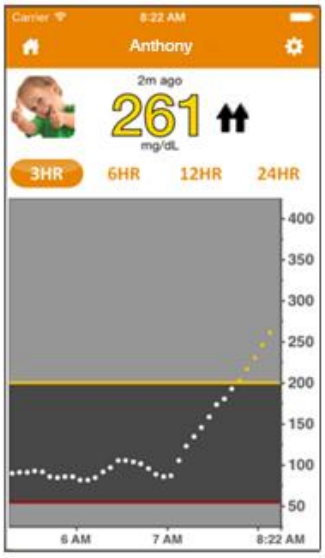
There are three status changes that cause notifications. The status change notifications notify the Follower of changes to the Sharer's sharing status:

1. Not Sharing - Sharer decides to temporarily stop sharing.
2. Removed by Sharer - Sharer permanently removes Follower from Sharer's follower list.
    - You, as a Follower, can also remove your Sharer from the Dexcom Follow App.
    - The Follower will not receive any of the Sharer's glucose information, notifications or trend graph updates.
3. No More Data – This notification is sent whenever active glucose sharing is interrupted for any reason, other than the Sharer turning Share "Off" on the receiver. This notification may include events such as receiver glucose data gaps, receiver power down, or Sharer connectivity issues, including loss of Internet connection. The Follower should contact the Sharer for more information about the data interruption.

Reviewing Glucose Notifications

On the iPhone, iPod Touch or iPad:

As a Follower, you will receive your Sharer's glucose notifications based on your notification settings you set for each Sharer. The Follower will receive a glucose notification similar to how a text is received (see screenshots below). Swipe to unlock your iPhone, iPod touch or iPad to see your Sharer's glucose sensor reading, trend arrow and/or trend graph.



On the Apple Watch:

As a Follower, you will receive your Sharer's glucose notifications based on your notification settings you set for each Sharer. The Follower will receive a glucose notification and can tap to see more information of what the glucose notification is and tap again to see your Sharer's glucose sensor reading, trend arrow and/or trend graph.

"Sleep Screen" when hand is down.

Notification vibrates and hand is lifted (short look notification)*, Initial Glucose Notification Screen and Sharer's name. Hold hand still and screen will switch to the "long look notification"

Long look glucose notification screen and details. Tap on Trend graph to see your Sharer's detailed sensor glucose infor-mation

Current trend graph, sensor glucose reading and trend arrow of Sharer.

* If hand is lifted to view the notification, the short look notification screen will be seen

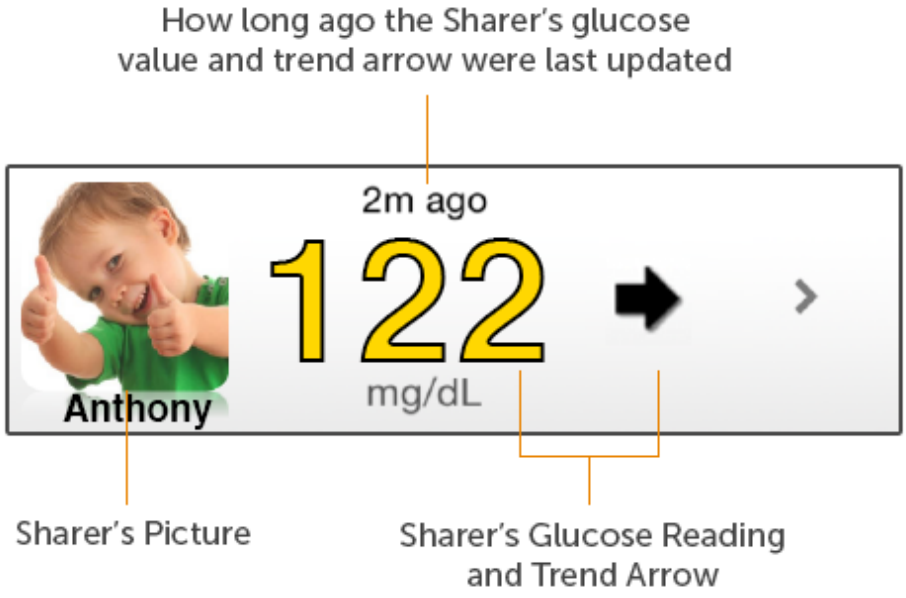
first.

For the Apple Watch, an important reminder is your iPhone is always the main display device for Dexcom Follow glucose notifications. If the iPhone is unlocked and in use, the Follow glucose notifications will go to the iPhone only. If you iPhone is locked and not in use, the Dexcom Follow glucose notifications will go to the Apple Watch if it is being worn.

Follow Dashboard

The Follow Dashboard allows the Follower to view their Sharer's glucose information and trend arrow. The Sharer's picture and trend graph are also available if the Sharer enabled sharing of this information.

Dashboard Screen on iPhone/iPod touch/iPad:



Dashboard Screen on Apple Watch does not display the picture of the Sharer:

Sharer Statuses

There are instances when a Sharer's glucose information will not be available to their Follower. The Follow Dashboard will display the status of the Sharer.

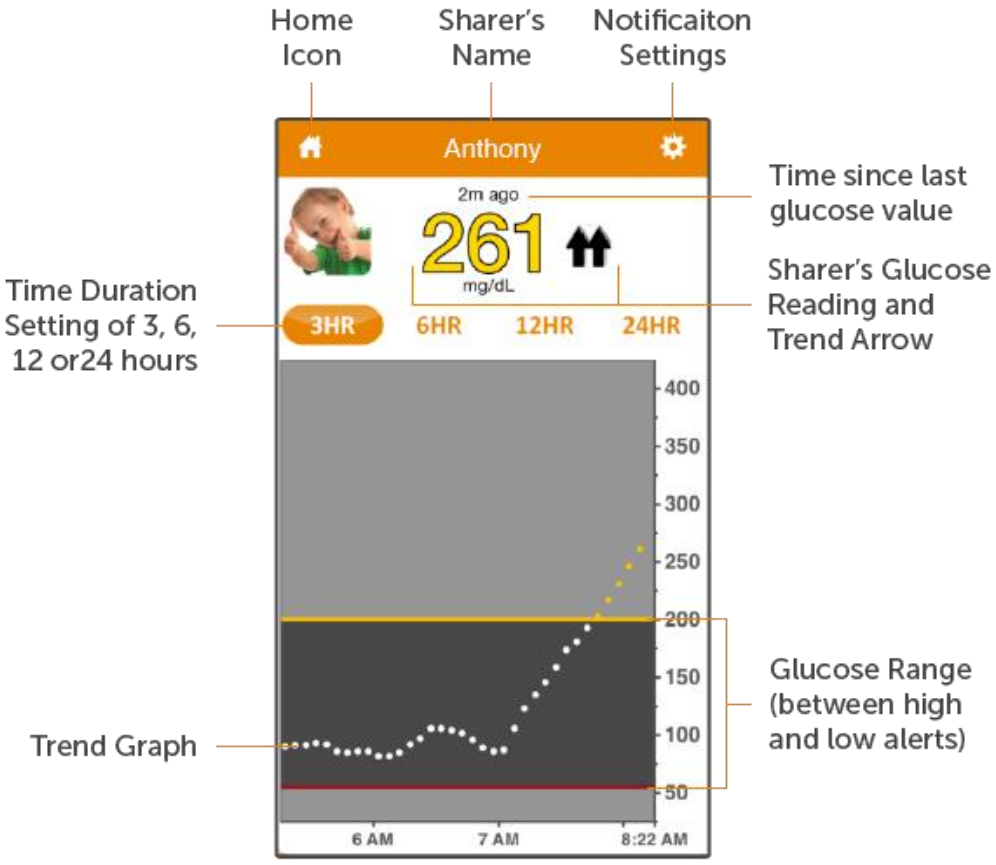
Sharer Status	Description
Removed by Sharer	Follower was removed from the Sharer's follower list. They will not receive any of the Sharer's glucose information, notifications, or trend graph updates.
Active	Sharer is using the Dexcom Share system. The Follower can receive the Sharer's glucose information, notifications and trend graph updates (if granted permission by the Sharer).
Active - NO DATA	Sharer is using the Dexcom Share system but there is something preventing glucose information, notifications and trend graph updates from reaching the Follower. This may indicate a problem with the Dexcom Share system, which includes your connection to the Internet. The message, NO DATA, will appear in the Sharer's profile.
Disconnected	Sharer turned the Dexcom Share feature off. The Follower will not receive glucose information, notifications or trend graph updates.

Not Sharing	Sharer temporarily stopped sharing with the Follower. The Follower will not receive any of their Sharer's glucose information, notifications or trend graph updates. Sharer can choose to start sharing again at any time.

Sharer Trend Graph

The Follower can access their Sharer's trend graph and notification settings by pressing on their Sharer's profile on the Follow Dashboard. The Follower can only view the Sharer's trend graph if granted access to it by the Sharer.

The following diagram and table explain the trend graph on the iPhone, iPod touch or iPad and its components. The Follower can view the Sharer's glucose trend graph over a 1, 3, 6, 12 and 24 hour time period.



To get back to the Dashboard Screen, tap on the Home icon in the upper left corner of the screen.

The following diagram and table explain the trend graph on the Apple Watch and its components.

For the Apple Watch, the Follower will only show the 3-hour trend graph.

A Follower can follow up to 5 Dexcom Sharer's sensor glucose information. If the Follower follows more than one Sharer, the Follower's screen will look like below for the iPhone, iPod Touch or iPad and Apple Watch (Dashboard Screen):

Tap on the arrow on the right on the iPhone, iPod touch or iPad or the name on the Apple Watch of the Sharer's information you want to view their trend graph and more detailed sensor glucose information. Scroll down to view all 5 Followers. To get back to the Dashboard Screen, swipe back (left to right).

You can have different settings for each Follower, but your ability to view the Sharer's trend graph or only their sensor glucose value and trend arrow is a setting defined by the Sharer.

Trend Graph Components

Trend Graph Component	Description
Time Duration Setting	Allows the Follower to choose the time duration of the Sharer's trend graph. The Follower can change the time duration by pressing on the "3HR","6HR", "12HR", or "24HR" buttons.
Trend Graph	Displays the pattern of the Sharer's glucose information.

Notification Settings	Allows the Follower to access their Sharer's notification settings.
Glucose Range (between high and low alerts)	Displays the low and high notification glucose levels the Follower set for their Sharer.
High Alert	Sharer's chosen glucose level that when sensor glucose readings are at or above this level, it will alert the Sharer that their glucose is high.
Low Alert	Sharer's chose glucose level that when the sensor glucose readings are at or below this level, it will alert the Sharer that their glucose is low.
Sensor Glucose Reading	Glucose readings plotted on the trend graph once every 5 minutes.
Trend Arrow (Rate of Change Arrow)	Arrows that designate the speed and direction of sensor glucose change.

Additional Screen Views with the Apple Watch

For the Apple Watch, the Follower can also get an "at-a-glance" view of their Sharer's sensor glucose value and rate of change arrow.

When the Follower's arm is raised, the "Sleep Screen" switches to the clock view initially.

Swipe up to get to the "At-a Glance" view of your 1-5 Sharers (the photo above shows 2 Sharers). Note, you may need to swipe left to find the Dexcom glance screen.

Finding Out More

The Follower can find out more about Dexcom Share and the Dexcom Follow App by pressing the information icon, , on the top-left corner of the Follow Dashboard screen. The Follower can access the Safety Statement, Privacy Practices information, the Product Tour, Instructions for Use, Customer Support and Frequently Asked Questions (FAQs). Also, the Follower can email a friend about Dexcom Share by pressing the "Tell a Friend" button.

Chapter 5

Troubleshooting and Customer Support

Dexcom Share App Troubleshooting

Troubleshooting GlucoMonster Status - See the Troubleshooting Status Issues section in Chapter Three.

Forgot Username - Follow these steps.

Step	Instruction
Step 1	Press the Forgot Username link in the login screen.
Step 2	Enter the Sharer's email address that was used to setup their Dexcom account. An email containing their username(s) will be sent to this email address.
Step 3	Once the email is received, open it on the same iPhone, iPod touch or iPad that has the Dexcom Share2 app. The email will show the username(s) linked to the email address. Press on the username to log in.

Forgot Password - Follow these steps.

Step	Instruction
Step 1	Press the Forgot Password link in the Login screen.
Step 2	Enter the Sharer's username and press the "Submit" button. An email containing the password will be sent to the email address used to set up their Dexcom account.
Step 3	Once the email is received, open it on the same iPhone, iPod touch or iPad that has the Dexcom Share2 app. Press the "Reset Password" button.

Do I have a Dexcom account?

In the Dexcom Share2 app, press the Forgot Username link on the login screen. Provide your email address. If you have a Dexcom Store or Dexcom Share account, you will receive an email that contains your username at the provided email.

Receiver Troubleshooting

Why doesn't my receiver's trend screen show a *Bluetooth* icon?

The receiver with Share is unable to communicate with the Dexcom Share2 app on the Sharer's iPhone, iPod touch or iPad.

- Make sure Share is "On" in the receiver Settings.
- Make sure the receiver with Share and the Sharer's iPhone, iPod touch or iPad are within 15ft of each other.
- On the Sharer's iPhone, iPod touch or iPad, open the Dexcom Share2 app.
- Make sure the receiver with Share is paired to the Sharer's iPhone, iPod touch or iPad, by following the directions in Chapter Two, Pairing Receiver.

I tried to re-pair my iPhone, iPod touch or iPad with the receiver. Why can't my Dexcom Share2 App find my receiver?

- Make sure your receiver with Share is powered on, and Share is turned "On" in the Settings.
- Make sure the *Bluetooth* icon on the trend screen is blinking. If it is not blinking, go to Share settings on the receiver and select "Forget Device".
- On your iPhone, iPod touch or iPad, make sure *Bluetooth* is on.
- On your iPhone, iPod touch or iPad, delete any DEXCOMRX devices in your *Bluetooth* devices list.
- Make sure you correctly entered your receiver serial number (see Installing the Dexcom Share2 app).

Why is my receiver's *Bluetooth* icon blinking?

- Your receiver is trying to pair with your iPhone, iPod touch or iPad. It will continue trying until it times out or until you successfully pair the receiver.

I was sharing data but I lost my *Bluetooth* connection. How can I reconnect?
Your *Bluetooth* connection may be lost due to a disturbance in communication between your receiver and your iPhone, iPod touch or iPad. Try to reconnect by opening the Dexcom Share2 app and checking the Status screen. If the status is not yet green, ensure the phone and receiver are in range, tap the GlucoMonster and follow any help instructions on the app, then wait up to 5 minutes for the GlucoMonster status to turn green. If you are unable to reconnect, call Customer Support at 1-888-738-3646 (Monday-Friday, 6am-6pm PST).

If I am replacing the receiver, do I have to set up my Followers again?
- You do not have to set up your Followers again if you replace your receiver.
- You do have to pair the new receiver with your iPhone, iPod touch or iPad. Select “Pair Receiver” in the Account tab.

If I am replacing my iPhone, iPod touch or iPad, what do I do?
- You will need to install the Dexcom Share2 app on your iPhone, iPod touch or iPad and follow the setup wizard. Go to Share settings on the receiver and select “Forget Device”. Then open the Dexcom Share2 app, log in using your account you already created and follow the instructions to pair to your new receiver. The Dexcom Share2 app on your new iPhone, iPod touch or iPad will recover your Follower information from the iPhone, iPod touch or iPad you are replacing.

Additional Sharer Questions for the Apple Watch:

How do I pair my Apple Watch and iPhone?
- Pairing is done through the Apple Watch app. See your Apple Watch user guide for details on how to pair your devices.

Why is my iPhone displaying a glucose reading but my Apple Watch is not?

- Check to see if your iPhone and Apple Watch are within range to receive signal.
- Make sure your Apple Watch battery is charged.

Why is my iPhone and Apple Watch displaying two different glucose readings?

- Sometimes here can be a brief delay in displaying the current glucose reading between smart devices.

Sharing Checklist

Follow these requirements to share:

1. Make sure your iPhone. iPod touch or iPad is compatible with the Dexcom Share2 app. To see a list of supported iPhone, iPod touch and iPad models and Apple Operating System (iOS) versions, go to the following link: http://www.dexcom.com/share2-compatibility
2. The Dexcom Share2 app is open or running in the background.
3. Sharer's iPhone, iPod touch or iPad has an active Internet connection, either Wi-Fi, 3G, 4G, or LTE. The Sharer can check to see if the Internet connection is working by trying to open a webpage on the Sharer's iPhone, iPod touch or iPad.
4. Sharer's iPhone, iPod touch or iPad has Airplane Mode turned off.
5. Sharer's iPhone, iPod touch or iPad sound is on in order to hear notifications.
6. Sharer's iPhone, iPod touch or iPad is sufficiently charged or charging.
7. Sharer's iPhone, iPod touch or iPad is within 15 feet of the receiver.
8. Sharer's iPhone, iPod touch or iPad has 35MB of available memory.
9. Refer to the iPhone, iPod touch or iPad user manual for further instructions.

Tips

1. Read the Dexcom G4 PLATINUM System User's Guide before using Dexcom Share.
2. Always confirm information with a blood glucose meter before you make treatment decisions.

3. Do not disable alerts on your receiver when using Dexcom Share.

Dexcom Follow App Troubleshooting

When the Dexcom Follow App is not working, the Dashboard screen will notify the you. The table below explains the different statuses of the Dexcom Follow App and provides troubleshooting tips for each status.

Follower System Status Screen	Description	Troubleshooting Tip
	Follower's iPhone, iPod touch, iPad or Apple Watch does not have an Internet connection.	Make sure the Follower's iPhone, iPod touch or iPad has Wi-Fi, 3G, 4G, or LTE Internet connection. The Follower can check to see if the Internet connection is working by trying to open a webpage on the Follower's iPhone, iPod touch or iPad.
	Dexcom Share Cloud is not working.	Dexcom Share Cloud is temporarily not working. Follower will not be able to receive notifications from the Sharer. The Follower should remind the Sharer to always refer to the Dexcom G4 PLATINUM Receiver first for CGM information.

Follower Questions

Why is the Follow app indicating that I don't have an Internet connection?

- Because you do not have a Wi-Fi connection and do not have cellular connectivity. Connect to a Wi-Fi network or move into an area that has cellular data service.

Why is the Follow app indicating that I have push notifications disabled?

- You have disabled the ability for Dexcom Share to send you notifications. Go to your Notification Settings on your iPhone, iPod touch or iPad, select the Dexcom Follow App in the list, turn notification center on and set the alert style to either Banners or Alerts. Set the sounds to on and set view in lock screen to on.

Why is the Follow app indicating that the Dexcom Share System is down?

- The Dexcom Share Cloud is temporarily down. We are working on restoring it and it should be up shortly. Continue using your CGM system normally and check back with Dexcom Share later.

My Sharer went low (or high) and I did not receive a notification. Why?

- Ensure your low, urgent low or high notifications are turned on.
- Check the delay setting for the notifications. If the delay is a value other than 0, your Sharer must be below (or above) the threshold for that amount of time before a notification is sent.

Additional Follower Questions for the Apple Watch:

How do I pair my Apple Watch and iPhone?

- Pairing is done through the Apple Watch App. See your Apple Watch user guide for details on how to pair your devices.

Why is my iPhone displaying a glucose reading but my Apple Watch is not?

- Check to see if your iPhone and Apple Watch are within range to receive signal.
- Make sure your Apple Watch battery is charged.
- If your iPhone is unlocked and in active use, the Apple Watch will not display the glucose reading.

Why is my iPhone and Apple Watch displaying two different glucose readings?

- Sometimes here can be a brief delay in displaying the current glucose reading between smart devices.

- Rely on your receiver first and then the iPhone, if your Apple Watch does not match the displayed sensor glucose information.

Why did I not get a low (or high) glucose notification when my Sharer went low (or high)?

- If you are talking on the iPhone, you will get your Sharer's glucose notifications similar to a text and it will not give an audible alert.
- If your iPhone is not within transmission range of your Apple Watch, you will not get a glucose notification.
- If the Apple Watch is on its charger, it will not alert

Following Checklist

Follow these requirements to ensure a successful Dexcom Follow app setup.

1. Make sure your iPhone, iPod touch, iPad or Apple Watch is compatible with the Dexcom Follow App. To see a list of supported smart devices and Apple Watch models and Apple Operating System (iOS) versions, go to the following link: http://www.dexcom.com/share2-compatibility
2. Follower's iPhone, iPod touch, iPad or Apple Watch has Airplane Mode turned off.
3. Follower's iPhone, iPod touch, iPad or Apple Watch is not in Do Not Disturb (if applicable).
4. Follower's iPhone, iPod touch, iPad or Apple Watch sound (if applicable) is on if you would like to hear notifications.
5. Follower's iPhone, iPod touch, iPad or Apple Watch is sufficiently charged or charging.
6. Follower's iPhone, iPod touch, iPad or Apple Watch has 35MB of available memory.
7. Refer to the iPhone, iPod touch, iPad or Apple Watch user manual for further instruction or instructions on how to set up features, settings, etc.
8. Make sure you do not disable your Dexcom Follow app notifications in the iPhone, iPod touch, iPad or Apple Watch notifications center (if applicable).

9. If using an Apple Watch, make sure it is an Apple Watch 1st Generation or later with iOS 8 or newer operating system
10. If using an Apple watch, make sure Bluetooth is turned ON

Warranty Information

DEXCOM SHARE2™ APP AND DEXCOM FOLLOW™ APP

AS PART OF DEXCOM SHARE, DEXCOM MAKES AVAILABLE TWO DEXCOM SHARE APPS, THE DEXCOM SHARE2 APP AND THE DEXCOM FOLLOW APP (THE "SHARE APPS"). THE SHARE APPS ARE MADE AVAILABLE FOR AUTHORIZED USE ACCORDING TO THE TERMS OF THE END USER LICENSE AGREEMENT AVAILABLE AT WWW.DEXCOM.COM/share2-eula.

NO OTHER TERMS APPLY, AND AS DESCRIBED IN THAT END USER LICENSE AGREEMENT, THE SHARE APPS ARE PROVIDED "AS-IS" AND WITHOUT WARRANTIES EXCEPT TO THE EXTENT REQUIRED BY LAW OTHERWISE.

NO MEDICAL ADVICE

WARNING: DEXCOM SHARE DOES NOT PROVIDE ANY MEDICAL ADVICE AND MAY NOT BE RELIED UPON FOR THAT PURPOSE. DO NOT MAKE FUNDAMENTAL CHANGES IN YOUR TREATMENT PROGRAM WITHOUT TALKING TO YOUR HEALTHCARE PROFESSIONALS.

Contact Customer Support

Toll-free phone number Available 24 hours/7days a week.	1-888-738-3646

Chapter 6

Technical Information

Share2 App Technical Information

Recommended Separation Distances Between Portable and Mobile RF Communications Equipment and the Dexcom G4 PLATINUM Receiver with Share.

The receiver with Share is intended for use in an electromagnetic environment in which radiated RF disturbances are controlled. The customer or the user of the receiver with Share can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF communications equipment (transmitters) and the receiver with Share as recommended below, according to the maximum output power of the communications equipment. Portable and mobile RF equipment include: baby monitors, *Bluetooth* wireless headsets, wireless routers, microwave ovens, laptops with internal Wi-Fi adapters, GSM cell phones, RFID scanners and hand-held security metal detector often used by security screeners.

Radio Frequency (RF) Communication Specifications

- Receiver with Share to iPhone, iPod touch or iPad Wireless Link
    - Protocol: *Bluetooth* Low Energy (BLE, or *Bluetooth* v4.0);
    - Operating Distance: up to 15 feet (4.5 meters)
    - Output Power: 0dBm
    - Frequency: 2.4 GHz Industrial, Scientific, and Medical (ISM) band
    - Modulation: Gaussian frequency-shift keying
- Sharer iPhone, iPod touch or iPad to Dexcom Share Cloud:
    - RF Operating Frequencies: Wi-Fi (802.11n) or cellular Internet connection
- Dexcom Share Cloud to Dexcom Follower iPhone, iPod touch or iPad:
    - RF Operating Frequencies Wi-Fi (802.11n) or cellular Internet connection

Wireless Technology Requirements for Sharers

Sharer must install the Dexcom Share2 app on a compatible iPhone 4S (or later model) or iPod touch 5th Generation (or later model), or iPad 3 (or later model) which contains a BLE (*Bluetooth* 4.0) Radio, and have a working Internet connection through a Wi-Fi or

cellular data network.

Follow App Technical Information

Radio Frequency (RF) Communication Specifications

- Sharer iPhone, iPod touch or iPad to Dexcom Share Cloud:
    - RF Operating Frequencies: Wi-Fi (802.11n) or cellular Internet connection
- Dexcom Share Cloud to Dexcom Follower iPhone, iPod touch or iPad:
    - RF Operating Frequencies Wi-Fi (802.11n) or cellular Internet connection

Wireless Technology Requirements for Followers

Followers must install the Dexcom Follow app on a compatible iPhone 4 (or later model),iPod touch 5th Generation (or later model) or iPad 2 (or later model) and have a working Internet connection through a Wi-Fi or cellular data network.

Quality of Service

A valid Internet connection is required for both the Sharer's and Follower's smart device. Adherence to the following guidelines will result in a consistent and reliable quality of service (QoS):

- Ensure the Sharer's iPhone, iPod touch or iPad has a working Internet connection via Wi-Fi or cellular network
- Ensure the Follower's iPhone, iPod touch, or iPad has a working Internet connection via Wi-Fi or cellular network
- Ensure the Sharer's iPhone, iPod touch or iPad is within 15 feet of the Dexcom G4 PLATINUM Receiver with Share

For Apple Watch users, make sure your iPhone has Bluetooth and Wi-Fi/cellular data turned on and is in range of the iPhone.

Data Security

The Dexcom G4 PLATINUM Receiver with Share is designed to accept *Bluetooth* pairing requests for connection only from authorized users of iPhones, iPod touches or iPads that are using the Dexcom Share2 App. Data security and confidentiality are ensured by using an encrypted *Bluetooth* low energy communication link and an authentication pairing process that prevents unauthorized users from connecting to or eavesdropping on the Dexcom G4 PLATINUM Receiver with Share. During pairing, users are required to enter the serial number of the receiver. Be sure to safeguard the serial number of your receiver to prevent unauthorized users from pairing to your receiver. Cyclic redundancy checks are used in the error checking process to prevent the system from using corrupted data.

The Dexcom Share Cloud ensures data security through several redundant means. It is designed to only accept data from authorized Dexcom applications and allows data to be read only by authorized Followers using the Dexcom Follow App. All data are encrypted using secure HTTPS communication channels and the Cloud is authenticated with certificates. Data integrity is ensured by using cyclic redundancy checks in the error checking process to prevent the system from using corrupted data. Data confidentiality is ensured by encrypting all personally identifiable information in transit and when stored.

Data security has the potential to be compromised when connecting to the Internet through unknown Wi-Fi networks. Connect to secure networks if available. Always exercise caution when using unknown Wi-Fi networks, and, if unsure, turn off Wi-Fi and use a cellular data connection.

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